

Scope of Work

SOLICITATION NO. EAD0119REBID

Description: Total Management of Dispatch, Towing, and Impound Services for the Austin Police Department

1.0 Purpose

The City of Austin, hereinafter referred to as "City", seeks proposals in response to this Request for Proposal (RFP) for firms or individuals qualified and experienced in providing total management of dispatch, towing, and impound services as directed by the City. A Contract with the City of Austin is subject to the approval and resolution of an Ordinance and delegation of authority by City Council. The Austin Police Department (APD) is looking to migrate into a system that will use modern technology to dispatch wreckers and accomplish the following goals:

- Reduce the amount of time officers and emergency communications staff spend on managing tow trucks and put their services to better use.
- Create a more efficient system which clears roadways quicker.
- Introduce more modern technology into the program to better serve citizens with features such as a website to locate towed vehicles, GPS for tracking the location of the nearest wrecker unit, etc.
- Increase the reporting capabilities of towing data.

The towing portion of this contract is only for APD initiated tows. Except where specifically noted, this does not include towing of City vehicles, private property towing, towing to impound a vehicle for unresolved parking citations, or towing initiated by another City of Austin department.

2.0 Background

This section will address areas in which APD authorizes vehicle towing and impound. Statistical information is for informational purposes only. The City will not be held responsible for inaccuracies. The following information outlines the current operation.

In Fiscal Year (FY) 2013 (October 2012 – September 2013) approximately 14,000 vehicles were towed to an impound facility and approximately 1,300 of these vehicles were sold at auction. The average price for a vehicle at auction during this time period was \$636. Storage fees vary widely from vehicle to vehicle, but the annual average storage fee for FY 2013 was \$140. Under the contract resulting from this RFP, it is estimated 14,500 vehicles will be towed and approximately 1,350 vehicles will be auctioned annually. There are approximately 120 calls per day for all tows combined. APD doesn't currently have the ability to capture the number of calls per specific tow (i.e. accident tows, light duty tows, etc.).

APD's Current Operations:

2.1 VEHICLE STORAGE FACILITY LOT

Abandoned, junked or nuisance, and impound vehicles are currently towed to a privately owned and operated facility contracted by the City. The storage facility is approximately 13 acres in size and can accommodate approximately 1,600 vehicles.

2.2 ABANDONED, JUNKED OR NUISANCE VEHICLES

Abandoned, junked, or nuisance vehicles which have been appropriately tagged by City staff are towed to the above mentioned facility by a contracted wrecker service. Release of vehicles is available twenty-four (24) hours a day, seven (7) days a week. Auctions of unclaimed vehicles are conducted weekly and the Contractor commissions and pays the auctioneer. APD mails notification and/or a newspaper advertisement of the auction as required by law and the City currently receives twenty (20%) percent of the total auction proceeds.

2.3 APD AUTHORIZED IMPOUNDS

A Contractor currently provides towing of certain cars, trucks, and other vehicles as directed by APD. These impounds may include disabled vehicles posing a hazard to traffic, vehicles used during a criminal act, illegally parked cars, vehicles belonging to persons who have been arrested, and recovered stolen vehicles. Release of vehicles is available twenty-four (24) hours a day, seven (7) days a week. Auctions of unclaimed vehicles are conducted weekly. The Contractor commissions the auctioneer, mails notification and/or newspaper advertisement as required by law. The City receives twenty (20%) percent of the auction proceeds.

2.4 FEE COLLECTION

A Contractor currently collects all fees for towing, storage, and preservation of vehicles then remits twenty (20%) percent of the gross proceeds to the City on a monthly basis. Auction of unclaimed impounded vehicles are coordinated through the current Contractor and twenty (20%) percent of the auction proceeds are paid to the City monthly. The yearly average revenue to the City totals approximately \$850,000.00.

2.5 ROTATIONAL TOWING & TRAFFIC INCIDENT MANAGEMENT SYSTEM PROGRAMS

Rotational Towing: Wreckers are used for vehicles that require towing from the scene of a crash or parked and unattended vehicles on a public roadway which are deemed inoperable if it is not possible for the driver to select a properly licensed towing company.

Traffic Incident Management System (TIMS): During peak traffic hours, APD schedules tow trucks to sit on the major roadways of IH-35, MoPac Expressway, and Hwy 183 in established zones. These trucks are quickly dispatched to remove disabled vehicles from the roadway in order to keep traffic flowing.

During a TIMS dispatch, the car is towed to the nearest place of safety at no cost to the operator of the vehicle or APD. The operator of the vehicle may contract with that tow truck operator, call their own tow truck, or make minor repairs and/or wait for assistance.

APD works closely with over 40 local wrecker companies to service these needs. The program is currently managed by APD. Each company that participates in the program is required to be licensed and each tow truck driver passes a background check to receive a City Wrecker License. The tow companies are subject to monthly and quarterly compliance checks by APD.

2.6 DISPATCH

The Rotational Towing and TIMS programs are managed by APD Emergency Communications. Currently, APD has approximately 179 employees whose duties may include dispatching. In both programs, an APD Officer contacts APD Emergency Communications via radio to request a wrecker. For Rotational Towing, APD Emergency Communications maintains a successive tow rotation list in which the next approved towing company is contacted for dispatch. APD Emergency Communications contacts these companies in successive order until a company agrees to carry out the tow. Tow companies are assigned to the list based on the geographical location of the vehicle storage facility lot utilized (north or south). For TIMS, APD Emergency Communications contacts the first available wrecker in the closest zone.

3.0 Contractor Responsibilities for this new contract

The duties listed below are the duties and requirements for the new contract and may or may not be current duties or responsibilities provided by APD.

The successful offeror, hereinafter referred to as "Contractor" shall provide all office space, storage capacity, vehicle processing area(s), equipment, facilities, communications and personnel necessary to perform all functions specified in this scope of work. It shall be the business decision of the Contractor to determine if they shall own, rent, lease, subcontract, etc. any office space, storage capacity, vehicle processing area(s), equipment, facilities, communications, and/or personnel necessary to perform all functions specified in this

scope of work. If the Contractor chooses to utilize subcontractors for this scope of work, it is the responsibility of the Contractor to negotiate any payments or reimbursements directly to the subcontractor.

The following words and terms, when used in this RFP will have the following meanings, unless the context clearly shows otherwise:

CONSENT TOW means a tow of a motor vehicle initiated by the owner or operator of the vehicle or by a person who has possession, custody, or control of the vehicle. The term does not include a tow of a motor vehicle initiated by a peace officer investigating a traffic accident or a traffic incident that involves the vehicle.

NON-CONSENT TOW means a tow that is not a consent tow.

3.1 AUTOMATED MANAGED SYSTEM

The Contractor shall provide automated web-based systems capable of dispatch and inventory that is presently in use by your company in State, County, or City Municipalities with over 500,000 individuals within their jurisdiction. The system shall allow multiple users within the Austin Police Department to access the information simultaneously.

- A. The system shall be able to send and receive data through multiple communication channels as needed including, but not limited to, computer and phone.
- B. The system shall be an encrypted secure system that allows multiple security levels for multiple users.
- C. The system should be able to track and verify location and time utilizing a real time Global Positioning System (GPS) system. This will enable the Contractor and the City to track vehicles and wreckers while in service.
- D. The system should provide real time location and tracking of tow trucks and shall be viewable by APD through the contracted vendor's website application.
- E. The system should include an easy to use navigation type website. This website shall be fully functioning at the time of proposal submission and provide vehicle owners with access to information regarding the balance due on their vehicle, the location of their vehicle, and any other pertinent information necessary for reclaiming possession of their vehicle.
- F. The system shall be able to dispatch tow trucks on a rotation basis to locations as requested by APD should rotational towing be included in the proposal.
- G. The system shall dispatch tow request immediately upon receipt of pick-up order via the communication system.
- H. The system shall be able to select the next tow truck for dispatch on the rotation list, if the primary tow truck is unable to meet the required timeframe should rotational towing be included in the proposal.
- I. The system shall be able to locate towed vehicles by any of the following criteria: 1) vehicle identification number, 2) incident report number, 3) license plate number, or 4) vehicle owner's name.
- J. The system shall be able to produce reports which include at a minimum the quantity of tows performed and duration of days towed vehicles stay in impound. Please include in proposal response all the types of reports the system is capable of producing.
- K. Although Private Property Impounds are not part of this new contract, the system shall be able to manage the reporting of Private Property Impounds within the City of Austin. These impounds shall be reported by the vehicle storage facility to the police department of the municipality from which the vehicle was towed within two (2) hours of receiving the vehicle at any facility. The Contractor shall act on behalf of APD and be responsible for managing the reporting of this data and providing a secure website and phone number for APD and vehicle owner access. These are impounds of vehicles from private properties in accordance with applicable State of Texas statutes, rules and regulations including, but not limited to: Texas Occupations Code, Texas Administrative Code, Texas Transportation Code, and City of Austin Code of Ordinances. This Notification of Vehicle Removal shall include:
 - 1. the name of the towing company;
 - 2. the date, time and location of the removal;

3. the physical description, license number with state, and vehicle identification number of the vehicle removed;
4. the name of the tow truck operator who performed the removal; and
5. the storage location of the vehicle.

Additional reporting required shall be further defined in below Section 3.14 titled Reports.

3.2 DISPATCH CENTER

Contractor shall provide and maintain a facility to be used to house dispatch personnel. The dispatch center shall be located within the United States, and the size shall accommodate all required personnel and equipment capable of handling the volume listed in Section 2. Background above. The dispatch center shall be operational twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days a year. Per the statement above, it is acceptable that the dispatch center be located out of the corporate city limits of Austin.

When APD requests a tow truck, the dispatch center shall be able to communicate with APD officers, APD Emergency Communications, and tow truck operators by the most effective and efficient means possible. Contractor should utilize a real-time GPS or other navigation system to manage and deploy tow truck fleet. The GPS or navigation system should be available on all wreckers utilized under this contract, including subcontractors. The Contractor and their subcontractors will need to negotiate the details of the GPS or navigation system including ownership, cost, and any other details regarding the GPS or navigation system. The dispatch center shall be able to administer the six categories of towing requests:

- A. Collision Request (Accident Scene Tow – Driver Designated) – The driver of a vehicle involved in a collision requests a specific towing company. The dispatch center shall assist the driver in contacting the requested company.
- B. Collision Rotation (Accident Scene Tow – Rotation List) – The driver of a vehicle involved in a collision has no wrecker preference. The dispatch center shall follow the Rotational Towing guidelines listed below.
- C. Service Request (Disabled Vehicle Tow – Driver Designated) – A disabled vehicle not involved in a collision and the driver requests a specific towing company. The dispatch center shall assist the driver in contacting the requested company.
- D. Service Rotation (Disabled Vehicle Tow – Rotation List) – A disabled vehicle not involved in collisions and the driver has no preference of towing company. The dispatch center shall follow the Rotational Towing guidelines listed below.
- E. Impound Towing – A vehicle to be removed that is evidence in a criminal offence, abandoned, junked or deemed a nuisance. It is towed to a designated vehicle storage facility. The dispatch center shall assign tow trucks to meet the required response times listed below.
- F. Zone Towing – The dispatch center shall assign tow trucks to zones which are designated by the Chief of Police to assist in clearing the roadways. The dispatch center shall follow the Rotational Towing guidelines listed below.

3.3 VEHICLE TOWING AND RESPONSE TIMES

The contractor shall be required to provide or subcontract to provide all equipment, facilities, and personnel necessary to tow, impound, release and collect fees for the following:

- A. Abandoned Vehicle Tows: Pick-up orders for abandoned vehicles will be issued to the Contractor daily, Monday through Friday, except holidays observed by the City of Austin. The Contractor shall respond to pick-up orders for abandoned vehicles within twenty-four (24) hours after the pick-up order is issued.
- B. Junked or Nuisance Vehicle Tows: Notification of pending pick-up orders for junked or nuisance vehicles will be given to the Contractor not less than twenty-four hours prior to execution of the actual order as such time is designated in the actual order. Executable pick-up orders for towing of junked or nuisance vehicles shall be requested by the on-site APD Police Officer. The Contractor shall respond to these tow request within forty-five (45) minutes, Monday through Friday, except holidays observed by the City of Austin.

- C. Accident, Disabled Vehicle Scene, and Impound Tows: APD shall issue requests for authorized tows from the site of an accident or a disabled vehicle. The Contractor or their subcontractor should arrive at the scene within twenty (20) minutes after receiving and accepting notification from APD, twenty-four (24) hours a day, seven (7) days a week.
- D. Other Tows: Contractor shall move anything capable of being moved, pulled, pushed or operated on a roadway. The item may not be a vehicle according to the transportation code. For example, it may be a mobile home that has been abandoned on a roadway. These items shall be moved by a wrecker or tractor and transported to a City property or other designated location. If APD deems necessary, a police escort will be provided to escort the hazard. Contractor shall describe in their proposal the capability to provide other tows and response times.
- E. Traffic Incident Management Services (TIMS) Tows: For the TIMS towing program (described below), APD proposes the Contractor arrive on the scene within ten (10) minutes after receiving and accepting notification. Contractor may suggest other response times in the proposal as TIMS response time is included in the Evaluation Factors under System Concept and Solutions Proposed.

3.4 TOWING PROGRAMS

APD prefers the following programs be managed as outlined below. However, the Contractor shall describe in their proposal any alternative programs which would achieve APD's goal as outlined in section 1.0 Purpose.

- A. Rotational Towing: The City of Austin Purchasing Office has worked with the Small Minority Business Resource Department (SMBR) to determine that at the release of this solicitation that no goals are appropriate. Additionally, at this time there are no MBE, WBE, or DBE firms certified with the City of Austin in the scopes identified in this solicitation, however, if subcontracting opportunities are identified after the contract award the M/WBE Procurement Ordinance will apply.

Contractor shall establish and maintain a rotation list of towing companies that are available to perform tows from an accident scene or from the scene of a disabled vehicle as requested by an APD Officer. Contractor shall maintain a separate list of towing companies for each zone as these zones are established by the Chief of Police. The zones currently established are North and South. The Contractor shall assign each tow truck on the rotation list to the corresponding weight categories of the vehicle to be towed. The current weight categories are: Light (Class A) – vehicles less than 10,000 lbs., Medium (Class B) – vehicles 10,000 lbs. to less than 26,000 lbs., and Heavy (Class C) – vehicles greater than 26,000 lbs. Contractor shall use the lists to assign towing companies to perform these non-consent tows as requested by any Officer of APD. Impound tows shall be taken to the APD impound facility. The Contractor shall call the towing company whose name appears at the beginning of the non-consent tow rotation list for the category of tow truck required at the scene. If the first towing company contacted is unable to send a tow truck, the Contractor shall continue to call towing companies in the order in which they appear on the list until a towing company on the list responds. After the Contractor calls a company whose name appears on the non-consent tow rotation list, the towing company's name shall be moved to the bottom of the list. Should a towing company on the list be called to a consent tow, the Contractor may not change the order in which that towing company's name appears on the non-consent towing rotation list.

1. The towing companies currently on APD's Non-Consent Tow Rotation list should be given the opportunity by the Contractor to enter into an agreement with the Contractor to provide rotational towing services. Upon contract award, APD will provide the Contractor with the current list of towing companies. Evaluation points under Section 0600 Proposal Preparation Instructions and Evaluation Factors, 5.B.i.6. will be given to Contractor's who include a signed statement in their proposal that they will utilize **ALL** towing companies on APD's Non-Consent Tow Rotation list.

2. Contractor may enter into agreements with additional towing companies which meet all equipment and personnel licensing and permitting applicable to the United States, State of Texas and City of Austin statutes, ordinances, rules and regulations governing tow trucks and tow truck operators. This includes, but is not limited to the: Texas Occupations Code, Texas Administrative Code, Texas Transportation Code; City of Austin Code of Ordinances, and all applicable towing rules including any updates or changes as they occur or are implemented.
 3. Wreckers shall mark their vehicles with their own required licensing information.
 4. Contractor may remove a towing company from the list if the company fails to comply with all equipment and personnel licensing and permitting applicable to the United States, State of Texas and City of Austin statutes, ordinances, rules and regulations governing tow trucks and tow truck operators. This includes, but is not limited to the: Texas Occupations Code, Texas Administrative Code, Texas Transportation Code; City of Austin Code of Ordinances, and all applicable towing rules. The City will report to the Contractor any towing company on the list which is in violation of these rules. To be included in the list, the towing company shall:
 - a) maintain a 24-hour towing service seven days a week;
 - b) be able to immediately advise the Contractor of the availability of the company's tow truck;
 - c) have communication between the company's tow truck and the Dispatch Center;
 - d) have a minimum of two tow trucks.
- B. Traffic Incident Management Services (TIMS): Contractor shall have a system to schedule tow trucks to clear the major roadways of IH-35, MoPac Expressway, and Hwy 183 during peak traffic hours and special events as declared by the Austin Chief of Police. The vehicle shall be towed out of the right-of-way or hazardous area at no cost.
1. Peak traffic hours are defined as Monday through Friday, 6:00 am – 9:00 am and 4:00 pm – 7:00 pm, except holidays observed by the City of Austin.
 2. APD proposes the tow truck arrive at the scene within ten (10) minutes after receiving and accepting notification.
 3. The towing company is prohibited from charging for removal of a vehicle from the right-of-way and may only charge a fee if the Citizen consents with the towing company to tow their vehicle.
 4. The removal location is subject to any applicable towing rules regarding consent and non-consent tows included in, but not limited to the Texas Occupations Code, Texas Administrative Code, Texas Transportation Code; City of Austin Code of Ordinances.
 5. TIMS zones are established by the Austin Chief of Police and are subject to change as deemed necessary. The current TIMS zones are:
 - Zone 1: IH-35 south at City limits to the river (Town/Ladybird Lake)
 - Zone 2: IH-35 at the river (Town/Ladybird Lake) north to Hwy 290
 - Zone 3: Currently inactive
 - Zone 4: Hwy 290 north to IH-35 to City limits
 - Zone 5: Research (Hwy 183) at IH-35 north to City limits
 - Zone 6: Currently inactive
 - Zone 7: Mopac (Loop 1) at 35th Street north to City limits
 - Zone 8: Mopac (Loop 1) at 35th Street south to City limits

3.5 WRECKER EQUIPMENT, SERVICE AND TRAINING

The Contractor shall describe in their proposal the types and quantity of wreckers and equipment that will be utilized to accomplish this service.

- A. Wreckers shall meet all equipment and personnel licensing and permitting applicable to the United States, State of Texas and City of Austin statutes, ordinances, rules and regulations governing tow trucks and tow truck operators. This may include, but is not limited to the: Texas Occupations Code, Texas Administrative Code, Texas Transportation Code; Texas Department of Licensing and Regulation, City of Austin Code of Ordinances, and all applicable towing rules. Contractor shall submit with proposal documentation a copy of required licenses and permits.

- B. Contractor shall have a means of providing reliable communication among all wreckers and impound dispatch location. This communication shall be capable of providing information throughout all areas within the jurisdiction of Austin, Texas and the surrounding area. The contractor shall maintain the required communication equipment for traffic incident management in each vehicle used for police impounds.
- C. Contractor shall provide tow truck operators fully capable of performing APD designated Class C (heavy duty) towing. The Class C operators may be divided into two separate groups:
1. The Simple Class C Tow. An example of this would be a tractor trailer involved in a minor collision involving another vehicle and there is not a significant amount of damage or debris field. An APD Officer will make the determination if the call is a simple class C tow.
 2. The Incident Management Class C Tow. An example of this incident scene is one or more tractor trailers involved in a collision and/or there is significant damage and debris, as determined by APD or Austin Fire Department personnel. These operators shall obtain certified training from Miller Industries, WreckMaster, or a similar APD approved certification program in Incident Management scenes and additional equipment use.
 - a) The training should include at a minimum:
 1. Truck and equipment capacities,
 2. Attachments of heavy duty vehicles,
 3. Rigging,
 4. Vehicle placement,
 5. Recovery formulas,
 6. Preparation for towing,
 7. Weather conditions,
 8. Knowledge of blood Bourne pathogens,
 9. Customer relations on the scene,
 10. Fire potential and working with fire departments,
 11. Proper maintenance of snatch blocks,
 12. Air cushion recovery,
 13. Hydraulic recovery,
 14. Scene assessment,
 15. Unloading,
 16. HAZMAT awareness,
 17. EPA awareness,
 18. Knowledge drug and alcohol regulations,
 19. Incident management, and
 20. Documentation procedures
 - b) Contractors and/or Sub-Contractors shall have the following additional equipment immediately accessible:
 1. One (1) 60 ton rotator
 2. Two (2) 50 ton heavy duty wrecker
 3. One (1) medium duty wrecker
 4. Two (2) heavy slide tandem axles
 5. One (1) lowboy trailer
 6. One (1) truck tractor tandem axle
 7. One (1) Landoll or City approved trailer
 8. Four (4) light duty slides
 9. One (1) skid steer tractor with attachments
 10. One (1) wheel loader/forklift capable of operating in rough terrain (rubber tires)
 11. One (1) 48' enclosed trailer
 12. One (1) 48' reefer
 13. Twenty (20) absorbent bags
 14. Four (4) recovery barrels open
 15. Four (4) recovery barrels closed
 16. Four (4) overpack drums
 17. Shrink wrap

18. Banding equipment (steel or poly)

3.6 FEE COLLECTION

Towing Contractor Payment and Fees: Contractor shall collect, when a vehicle is released, all monies, including applicable taxes, due against the vehicle. The City Council annually establishes and approves the towing rate fee schedule. The current Fiscal Year 2013-2014 maximum rates can be found at: https://assets.austintexas.gov/budget/13-14/downloads/fy14_approved_volume_II.pdf on page 569. The maximum rates do not currently include fees related to the potential services provided by the Contractor pursuant to this RFP. Contractor shall not charge a fee, or assess a fee for a service which is inconsistent with the most current guidelines established by the Austin City Council in the Austin City Code Chapter 13-6; (<https://library.municode.com/index.aspx?clientId=15302>) and all other applicable rules/laws and other fees applicable to tow trucks. Contractor shall accept the following forms of payment:

- A. ACH/Electronic Checks
- B. Cash (US Currency)
- C. Credit Cards (At a minimum Visa and MasterCard. American Express, Discover, or other are optional and at the City and Contractors discretion)
- D. Debit Cards

3.7 VEHICLE STORAGE FACILITY

The Contractor shall provide, or subcontract to provide a facility (or facilities) for impounding APD authorized tows and providing certain no-cost services to APD. This section establishes the minimum criteria for the vehicle storage facility.

- A. All impound storage facility(facilities) shall meet all licensing and inspections requirements according to the State of Texas statutes, rules and regulations, which may include, but are not limited to the: Texas Occupations Code, Texas Administrative Code, Texas Transportation Code, City of Austin Code of Ordinances, and all applicable vehicle storage rules.
- B. Facility (Facilities) proposed shall be located within the corporate limits of the City of Austin.
- C. Number of facilities: The total number of impound facilities shall not exceed four (4) in addition to a facility designated for Abandoned/Junked vehicles. Multiple facilities shall be located on opposite sides of the city. For example if more than one facility is offered the condition would be to designate a facility north and the second lot shall be south. If a facility is designated east, the second shall be west. Impounded vehicles shall be taken to the closest facility of where the tow occurs to facilitate owner retrieval.
- D. Facility (Facilities) shall be accessible and not contain barriers limiting their use by people with disabilities and shall be in compliance with all ADA requirements.
- E. Storage Capacity: The facility (facilities) proposed should hold approximately 1,200 vehicles combined, with a minimum 275 of these spaces designated for vehicles held to be auctioned. The facility (facilities) proposed for the storage of all vehicles shall be fenced and secured. The fence(s) should be at least eight (8) foot high chain link with razor wire on top and shall be secured with a locking gate. Contractor may propose alternative to chain link with razor wire fencing. Final decision as to acceptability of the alternate solution shall rest with the City. Contractor shall describe their facility (facilities) and the capacity to accommodate the combined volume of vehicles required to be impounded and held for auction. Additionally, the offeror shall describe the ability to provide additional vehicle storage facilities, personnel and equipment as needed to meet the potential for increase over the term of the resulting contract.
- F. Vehicles shall be stored in a manner that shall prevent vandalism, minimize the possibility of damage, and facilitate removal.

- G. **Documentation of Vehicle Condition:** The Contractor shall record the condition of each vehicle brought in for impound. A digital/video camera shall be used to take photos of all four (4) sides of the vehicle. Digital images documenting the condition of each vehicle shall be suitably indexed and maintained for one year after the release or sale at auction of title vehicle. If directed by the City, the time period for retention of digital images may be extended beyond the above-stated time if there is pending or ongoing litigation involving the vehicle, and in accordance with applicable law.
- H. **Release of Vehicles:** Contractor shall maintain a staffed office and business telephone twenty-four (24) hours per day, seven (7) days per week for owners of vehicles to call and obtain information about their impounded vehicle and pick up vehicle. The telephone number shall be listed on the APD website and on the Internet.
- I. **Vehicle Release Areas:** The contractor shall provide indoor, well-lighted, climate controlled customer service areas at the vehicle storage area. The customer service areas shall be in compliance with Americans with Disability Act (ADA) requirements for accessibility.
- J. **Landscaping:** The outside area adjacent to and in front of the entrance to office spaces and reception areas should be landscaped to provide a reasonably pleasant visual appearance to people coming in and out of the building.
- K. **Restrooms:** The Contractor shall provide restrooms in a sound state of maintenance, cleanliness, and repair, adequate to accommodate personnel who work at the storage facility, and accessible to individuals that may be conducting short-term business at the facility. Restrooms shall conform to standards for public facilities as specified in the ADA.
- L. **Janitorial upkeep and pest control:** Contractor should provide for daily janitorial service in the offices, reception, and restroom areas. No janitorial service will be required inside of the Vehicle Processing Facility, as defined in Section 3.10, No Cost Services Provided to the City, Item F & G herein, but trash shall be picked up from a designated container outside of the building on a regular basis. Pest control shall be provided in all buildings and adjacent work areas on an as-needed basis.
- M. **Security System:** The Vehicle Storage Facility entrances shall be designed in a manner that prevents unauthorized persons from entering the premises. Vehicle Storage Facilities shall be equipped with security lighting that adequately illuminates the facility. Contractor personnel shall escort claimants to vehicles being released.
- N. **Entrance Signs:** The Contractor shall provide signs at the main entrance of each Vehicle Storage Facility. An illuminated sign that is readable in day or night conditions from the road at 150 feet viewing distance shall have the name of the storage facility and the information that this is the "Authorized City of Austin Impound Facility." Additionally, the sign shall include all information required by State of Texas rules and regulations related to Vehicle Storage Facilities. Other information displayed on the sign shall include brief references to method of payment accepted for vehicle release. This additional information shall be easily readable in day or night conditions from 75 feet viewing distance.
- O. **Customer Service Area Signs:** Contractor shall provide signs inside and outside of the customer service areas of the Vehicle Storage Facilities, in compliance with any State of Texas regulations pertaining to such placements. These signs shall display readable information regarding requirements, fees, and accepted methods of payment for release of vehicles from impound, as well as any other information that may be required by applicable State of Texas regulations.
- P. **Business Hours:** Contractor shall maintain a business office at each Vehicle Storage Facility, which shall be staffed and open for business 24 hours a day, seven (7) days a week, including weekends and all holidays.
- Q. **Customer Relations:** Contractor shall provide complete, professional, and courteous service to vehicle owners in all forms of communication, which includes but is not limited to email, telephone and in person.

- R. Copy Machine Access: Contractor shall provide a copy machine at each Vehicle Storage Facility for vehicle owners to use, free of charge, to make copies of documents required for the release of their vehicles.

3.8 AUCTION OF UNCLAIMED VEHICLES

Any vehicles deemed impounded by APD that are unclaimed shall be sold at auction in accordance with applicable State of Texas statutes, rules and regulations including, but not limited to: Texas Occupations Code, Texas Administrative Code, Texas Transportation Code; City of Austin Code of Ordinances, and all applicable vehicle storage rules. APD will provide a vehicle identification number (VIN) check for each unclaimed vehicle.

- A. Contractor shall conduct the auction of Impounded Vehicles as authorized by law. Contractor shall subcontract and pay an auction firm that shall provide a professional auctioneer and one clerical person. Auctioneer conducting the auctions shall be licensed by the State of Texas as required by the Texas Department of Licensing and Regulation.
- B. APD will conduct the auction of Abandoned, Junked or Nuisance Vehicles. The auctioneer subcontracted by the Contractor shall provide auctioneer services.
- C. APD will be responsible for all mail notification (and/or newspaper advertisement) required by law to the owner/lien holder of Abandoned, Junked or Nuisance Vehicles.
- D. The Contractor shall be responsible for all mail notification (and/or newspaper advertisement) required to the owner/lien holder of Impounded Vehicles.
- E. The Contractor shall be responsible for providing the City the frequency of their auction schedule and it shall be included in the proposal response.

3.9 CUSTOMER SERVICE

The Contractor shall oversee customer service and relations for all aspects of this towing management program. Contractor shall provide APD a list of standard operating procedures for customer service operations and include detail of complaint procedure management as part of their proposal. Specific procedures regarding the handling of escalated complaints should also be included in the proposal.

3.10 NO COST SERVICES PROVIDED TO THE CITY

Contractor shall provide certain no cost services to the City. Only APD Sergeants and above rank officers who identify themselves as so may authorize a no cost haul and storage. The no cost hauls are for a very specific type of tow, minimally used, and to be discussed upon contract award and will not in any way replace the current Fleet Services towing contract for City owned vehicles. APD Patrolmen are not authorized to initiate these no cost services. It shall be the responsibility of the Contractor to keep adequate record of the APD personnel who authorize the service. They are as follows:

- A. Hauls of non-City owned vehicles and City-owned vehicles to a designated City site or Contractor's storage site as directed by APD. Some of these hauls may require the use of dollies or slide trucks. Some may require medium duty or heavy duty wreckers depending on weight.
- B. Any vehicles towed or items stored on APD instructions, shall be released without towing, storage, impound or notification fee upon authorization from the Chief of Police or his designee.
- C. Vehicles, parts, etc., impounded that are stolen, found property, or evidence shall be stored at no expense to the City or the owner as long as a hold is in effect. Storage fees begin to accrue the day after the hold is dropped by the City. Vehicles, parts, etc. that are stolen property shall be released after towing and any storage fees are paid.
- D. Excluded Storage: Contractor shall be required to tow drug cars and seized cars to an APD facility (location is within the city limits of Austin and shall be disclosed upon award of contract).

These cars are hereby defined as vehicles seized by the APD Narcotics Division as a narcotic seizure (vehicles used for transporting narcotics are taken away from their owners and not returned). The contractor shall not be required to provide storage of these vehicles. Approximately 5 -10 vehicles are towed monthly under this requirement.

- E. Towing of storage of vehicles for Forensic: Contractor shall be required to tow vehicles being processed as evidence to the APD Forensic Processing Facility. These tows will be requested by the APD Supervisor or Detective responsible for title code of offense related to the forensic hold.
- F. APD Vehicle Processing Facility of Criminal Evidence: shall be a fully enclosed workspace of sufficient size to store and process up to three (3) standard size automobiles at the same time. Specific design options and features of the Vehicle Processing Facility will be determined in consultation between the selected Contractor and the APD Contract Manager. However, the enclosed area should be approximately 75' by 30' and the Contractor shall include at least the following features:
 - 1. Secured and controlled access to the building by APD only.
 - 2. Two (2) large bay doors with automatic garage door opener for each.
 - 3. Concrete floor.
 - 4. One standard entryway door for foot traffic.
 - 5. 11' to 15' insulated ceiling.
 - 6. A built-in work station in each of the four bay areas along the 75-foot wall, to include storage above and below the counter.
 - 7. Adequate fluorescent lighting, which shall provide an even distribution of light throughout the entire interior of the facility.
 - 8. Electrical outlets: Four (4) dedicated circuits, 20 amps each. Five (5) 4-plug electrical receptacles evenly spaced along back wall; three (3) 2-plug electrical outlets evenly spaced between counter and cabinets.
 - 9. Adequate climate control (heating and cooling) to maintain a comfortable indoor working environment.
 - 10. Built-in air exchange system, built to code requirements, to include explosion-proof exhaust fans for venting exhaust and chemical fumes.
 - 11. Sink area.
 - 12. Safety eyewash station meeting ANSI standard Z358.1-19-90.
 - 13. Bathroom.
 - 14. Pit in last bay area or an automatic vehicle lift for undercarriage inspections with safety railing separating pit area from other bays and foot-traffic areas. Tire guides, six (6) inches in height, shall be installed on the sides of the pit to safely guide vehicles being moved over the pit.
 - 15. Air compressor with one quick disconnect per bay.
 - 16. Retractable fluorescent droplights from the ceiling above each bay area (four total), and two retractable lights in the pit area with safety cover.
- G. APD Vehicle Storage Area for the APD Vehicle Processing Facility: shall be adjacent to or in close proximity to Vehicle Processing Facility and shall include:
 - 1. An area that shall accommodate 10-20 vehicles.
 - 2. An area that is covered and paved with asphalt or concrete.
 - 3. A fenced and secured area. The fences shall be eight feet in height, chain link, with locking gate(s), and with razor wire affixed to the top of the fencing around the circumference of the storage area. Contractor-proposed alternative to chain link fencing will be considered and are subject to the approval of the City.
 - 4. Secured and controlled access to the storage area by authorized APD Forensic personnel only.
 - 5. Contractor shall provide at no cost towing of vehicles involved in criminal activity or have suspected criminal evidence, to and from the Vehicle Storage Area and to and from the Vehicle Processing Facility. This towing shall be conducted within one (1) hour of notification, twenty four hours a day, seven days a week, except City holiday. .

- H. Utilities for APD Vehicle Processing Facility: APD will be responsible for paying for telephone, electrical, alarm monitoring, water, and sewer service.
- I. Maintenance for area around the APD Vehicle Processing Facility: Contractor shall be responsible for paying for trash pick-up and pest control.

3.11 REASONABLE RULES AND REGULATIONS

The Chief of Police or designee retains the right to establish Reasonable Rules and Regulations to ensure the efficient operation of conditions established under this contract. These Rules and Regulations will be developed after contract award and may be updated periodically during the term of this agreement. These Rules and Regulations should be agreeable to both parties, but Contractor shall be aware that the Rules and Regulations are under constant scrutiny and revision by both the City and the State of Texas and are, therefore, subject to update and/or revision. Contractor shall be expected to comply with all updates and/or revisions of Rules and Regulations.

3.12 UNIFORMS FOR CONTRACTOR PERSONNEL

Contractor's drivers, subcontractors, and other personnel who might reasonably be expected to be observed regularly by the public while performing their job functions shall wear their company's uniform, including shirts and work pants appropriate for the job they are performing. The shirt shall bear their own company name and the individual's full name. All Contractor employees and subcontractors shall be required to begin each shift wearing a clean uniform. Please provide your company's uniform policy within your proposal.

3.13 REVENUES TO THE CITY

- A. Contractor shall pay the City a referral fee on a monthly basis for the exclusive right to provide wrecker (towing of abandoned, junked, or nuisance vehicles and authorized impounds), impound, storage, and release services. The referral fee may be a percentage of the gross contract collections. Contractor shall submit with their proposal the percentage of gross contract collections or an alternative plan that will be paid to the city. Gross contract collections shall include:
 - 1. All towing fees collected for abandoned, junked or nuisance vehicles and/or impounded vehicles, whether redeemed or sold at auction;
 - 2. All fully prepared for transport fees collected on abandoned, junked or nuisance vehicles and /or impounded vehicles;
 - 3. All preservation fees collected for abandoned, junked or nuisance vehicles and/or impounded vehicles, whether redeemed or sold at auction;
 - 4. All notification fees collected on impounded vehicles, whether redeemed or sold at auction;
 - 5. All additional fees collected for clearing debris, winching, wait time, work time exceptional labor and specialized equipment for abandoned, junked, or nuisance vehicles and/or impounded vehicles, whether redeemed or sold at auction;
 - 6. All impound fees collected for abandoned, junked or nuisance vehicles and/or impounded vehicles whether redeemed or sold at auction;
 - 7. All storage fees collected for abandoned, junked or nuisance vehicles and/or impounded vehicles, whether redeemed or sold at auction, and;
 - 8. All income collected at public auction of abandoned, junked, nuisance vehicles and/or impounded vehicles.
- B. Exceptions: Sales taxes collected for remittance to the Texas Comptroller shall not be treated as part of Gross Contract Collections and shall be retained by Contractor
- C. The terms and conditions of the contract shall remain in full force and effect, however, the amount paid for the referral fee to the City shall be subject to a re-opener clause every twelve (12) months which shall reflect the value of Contractor's payments received from vehicle owners as indicated in the number of vehicles being impounded in the storage facility. The purpose of the

re-opener clause is to verify data demonstrating the appropriateness of the referral fee paid the City and to make adjustments as necessary.

- D. Payment to the City of Austin is due by the tenth (10) calendar day of each month. In the event this day falls on a weekend or holiday then payment shall be due on the next working day. It is preferable that payments be made by electronic funds transfer to the City of Austin account or by any means as directed by the City.

3.14 REPORTS

Reports shall be available electronically via automated system and downloadable in Microsoft Excel, Portable Document Format (PDF), or other format as agreed to by both parties.

A. Accounting and Financial Records

1. Collection of fees from the owners, agents and any persons having rightful possession of the vehicles hauled, impounded and/or stored in accordance with this contract is the responsibility of the Contractor. Contractor shall maintain detailed records of such receipts and these records shall be available to the City for inspection. All records concerning impounds shall be kept for a minimum of three (3) years from the transaction date or longer if requested by the City if there is active or threatened litigation.
2. All records of the Contractor pertaining to impound and all transactions involving this contract shall be open to inspection by the City during normal business hours.
3. Contractor shall establish and maintain during the term of this agreement separate records and accounts, including a separate bank account, relating to the receipts of the impound and wrecker services rendered under this contract. These records and accounts shall be subject to the examination and audit by the City at any time.
4. The Contractor shall submit a detailed monthly report to the City showing, at a minimum, the revenue-producing tow and associated fees and the total gross revenue collected for the month and amount due to the City. Report is due no later than the tenth (10) of each month.
5. Contractor shall submit a financial statement ninety (90) days prior to the yearly anniversary of the contract and any subsequent contractual extensions. The financial statement shall include an income statement, balance sheet and statement of changes of financial position. Annual statements shall be prepared in accordance with generally accepted accounting principles and reviewed by a Certified Public Accountant of the Contractor's choice. All financial statement and reports shall be submitted to the responsible COA Department Financial Services Division.
6. Contractor shall provide and the City of Austin, at their discretion, shall be able to obtain electronic financial and accounting reports of the contracted vendors auctioneer. The auctioneer reports shall provide car vehicle Identification Number (VIN), amount for which vehicle sold at auction, and copy of purchaser signature.

B. Abandoned, Junk and Nuisance Vehicles - Contractor shall provide a report weekly to APD and include, at a minimum, all of the following information:

1. Make, model (including year, color, body style),
2. Vehicle Identification number (VIN)
3. License plate number (LPN)
4. Date and time of each abandoned vehicle impound
5. Date and time each vehicle redeemed, including VIN and LPN
6. Owner's name, driver's license number, date of birth, address, and phone number,
7. Reference to videotape index and footage, as appropriate to document any damage to and condition of the vehicle, Location where the vehicle was picked up,
8. Date (year, month, and day) and time of impoundment,
9. Employee number of clerks performing impounds, and release functions, date (year, month, and day) and time of release.
10. Employee number of impounding tow truck operator.

11. Employee number of officer requesting the impound, or employee number of abandoned vehicle unit employee requesting impoundment of Abandoned/Junked vehicle.
 12. Complete description of all unsecured property in the vehicle (to include passenger and cargo spaces).
 13. Vehicles sold at auction, including auction date, buyer's name, and sale price.
 14. Vehicles scheduled for sale at next auction, and auction date.
 15. Offense report or accident number.
 16. List of vehicles sold at auction, including to whom and sales price.
 17. List of vehicles to be sold at next auction, auction date
- C. Customer Service Reports – Contractor shall provide APD with a monthly detailed report listing any escalated customer complaints and the status of the resolution.
- D. Rotational Towing List – At any time, APD may request a list of towing companies included on the Non-Consent Tow Rotation List maintained by the Contractor.
- E. Towing Program Reports - Contractor shall provide monthly reports to APD for the TIMS and Rotational towing programs. Information requirements shall be agreed upon by the Contractor and APD, but shall include at a minimum:
1. Wrecker(s) reporting to the scene
 2. Employee number(s) reporting to the scene
 3. Date and time for acceptance of tows
 4. Date and time for arrival on scene
 5. Date and time for departure of scene/removal from the right of way
 6. Vehicle make, model (including year, color, body style)
 7. Vehicle Identification Number (VIN)
 8. License Plate (LPN)

3.15 COMPREHENSIVE IMPOUND AND RELEASE DATABASE

Contractor shall maintain a comprehensive impound and release database. The database shall include data on numbers of tows by type (impound, abandoned, junked and no-charge) that can be downloaded for user-selected time periods, and shall track total storage times per vehicle. The database shall be configured to allow sorting on variables including, at a minimum, the impounded or abandoned/ junked status of vehicles, dates of arrival, release, auction, and identifying information on vehicles or owners. A monthly report shall be provided to the City by the tenth (10) of each month in a generally accepted format such as Excel or Comma-separated values (CSV) as directed by the City upon contract award and execution. The database shall include at least the following information for each vehicle processed:

1. Make, model (including year, color, body style),
2. Vehicle Identification Number (VIN),
3. License Plate Number (LPN),
4. Owner's name, driver's license number, date of birth, address, and phone number
5. Reference to videotape index and footage, as appropriate to document any damage to and condition of the vehicle,
6. Location where the vehicle was picked up,
7. Date (year, month, and day) and time of impoundment,
8. Employee number of clerks performing impounds and release functions, date (year, month, and day) and time of release
9. Employee number of impounding tow truck operator
10. Employee number of officer requesting the impound, or employee number of abandoned vehicle unit employee requesting impoundment of Abandoned/Junked vehicle
11. Complete description of all unsecured property in the vehicle (to include passenger and cargo spaces)
12. Vehicles sold at auction, including auction date, buyer's name, and sale price,
13. Vehicles scheduled for sale at next auction, and auction date,

14. Offense report or incident number.
15. Comprehensive Database shall integrate with the automated system.

3.16 CONTRACT CLOSEOUT PROCEDURES

Contractor shall provide the City with an itemized written inventory of all vehicles which remain unclaimed as of the expiration of this contract. The inventory shall be provided no later than thirty (30) day after the expiration date of the contract. The inventory shall include the date of impoundment, vehicle year, make/model, description of the vehicle and name and address of legal owner of record.

4.0 Contractor Minimum Requirements

Each proposal shall meet the minimum requirements specified below in order to be considered as an eligible Contractor. By submitting a proposal in response to this RFP, Contractor warrants and represents that it meets or exceeds all minimum requirements. The minimum requirements are:

A. Financial Requirements

1. Contractor shall demonstrate in its proposal that it has the financial strength and resources to fully execute the project described in its proposal in a timely manner. Contractor shall enclose copies of its most recent annual financial statement, a copy of its Articles of Incorporation, Partnership By-Laws, and if not a Texas company, a Certificate of the Secretary of State of Texas showing that the Contractor is authorized to do business in Texas. If the Contractor is an affiliate of another entity, and audited financial statements are prepared only on a consolidated basis, then the Contractor shall enclose a copy of the most recent consolidated audited financial statements.
2. If the Contractor's proposal includes interim or permanent third party financing, then detailed information concerning the amount and source of such financing shall be included in the proposal.
3. Contractor shall promptly provide upon request any additional financial information as requested by the City. Failure of a Contractor to provide additional information or to demonstrate adequate financial resources shall be grounds for rejection of a Proposal.

B. Contractor shall demonstrate that it has a minimum of five (5) years in business.

C. Contractor shall allow APD department to conduct criminal background checks on all officers or owners of the business entity.

D. Respondents shall provide their Dun & Bradstreet Business Information Report with their proposal.

If any of the above requirements cannot be met, the City may condition its acceptance of any proposal upon the execution of corporate or personal financial and performance guarantees in a form and substance acceptable to the City.

5.0 Deliverables/Milestones

Deliverables/ Milestones	Description	Timeline (due/completion date, reference date, or frequency)	Performance Measure/ Acceptance Criteria	Contract Reference/ Section
Automated Management System	Provide a web-based dispatch and inventory system	90 Days	Delivery to City	3.1
Dispatch Center	Provide a staffed facility for dispatching	90 Days	City Written Approval	3.2

Transition Plan/Implementation Plan	Provide a detailed schedule of transition from the existing vendor	30 Days	City Written Approval	
TIMS and Rotational Towing Programs	Provide implementation schedule of towing programs	30 Days	City Written Approval	3.4
List of Partners/Agreements	Provide a list of towing companies participating in the program	90 Days	City Written Approval	3.4
Equipment List or Access to Equipment Information	Provide a list of towing equipment or equipment resources (if applicable)	90 Days	City Written Approval	3.5
Acquiring Vehicle Storage Facility	Provide a towing storage facility	90 Days	City Review and Acceptance	3.7
APD Vehicle Storage Facility	Provide a towing storage facility accessible only to APD	90 Days	City Review and Acceptance	3.10
Rules and Regulations	Develop with APD	At beginning of contract	City Written Approval	3.11
Reporting	Provide a revenue report	Monthly	Delivery to City	3.14
Reporting	Provide a financial statement	Yearly	Delivery to City	3.14
Reporting	Provide an auctioneer report	On demand	Delivery to City	3.14
Reporting	Provide an abandoned/junk and nuisance report	Weekly	Delivery to City	3.14
Reporting	Provide a customer service report	Monthly	Delivery to City	3.14
Reporting	Provide a list of towing companies on the rotation program	On demand	Delivery to City	3.14
Reporting	Provide towing rotation program reports	Monthly	Deliver to City	3.14
Fully Operational	All services effective	120 Days	Delivery to City	